

City of Chattanooga, TN
Personnel Class Specification

Class code 0123

FLSA: Non Exempt

CLASSIFICATION TITLE: PC SERVICES SPECIALIST, SENIOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise operations and staff providing technical support for personal computers users.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Oversees technical support for personal computers; analyzes users requests for appropriate action; assigns work to subordinate staff and monitors progress to ensure timely and quality completion of work; supervises and participates in the diagnosis of equipment malfunctions, repair, and maintenance.

Assists management in planning and implementing technological improvements/upgrades to operating systems, software applications, and hardware for personal computers; oversees projects and coordinates efforts to implement plans; researches and recommends enhancements to the City-wide computer system to meet changing and expanding user needs.

Develops policies and procedures for personal computer support that utilize hardware, software, and personnel effectively and efficiently.

Prepares reports, equipment/service specifications, proposal requests, and other documentation as necessary for the administrative functions of the unit; maintains and reviews records on equipment utilization and performance.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Associate's degree or Vocational/Technical degree with training emphasis in Computer Science; supplemented by one (1) to two (2) years previous experience and/or training involving computer programming and support services; some supervisory experience preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: October 1998